



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

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JERRY E. POWERS
Chief Probation Officer

February 26, 2014

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: Jerry E. Powers 
Chief Probation Officers

**SUBJECT: 90-DAY REPORT ON ELECTRONIC MONITORING PROGRAMS:
GLOBAL POSITIONING SATELLITE CONTRACT, OFFENDER-PAID
CONTRACT, JUVENILE COMMUNITY DETENTION PROGRAM
CONTRACT (ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

At the November 26, 2013 Board meeting, the Chief Probation Officer was directed to: conduct a thorough audit of the existing contracts for electronic monitoring and Global Positioning Satellite (GPS) services (Item 3); review the terms and conditions of each of the contracts and provide recommendations that streamline and improve the delivery of these contracted services (Item 4); and report back on items 3 and 4 above in 90 days.

The three contracts referenced include the Adult and Juvenile GPS Electronic Monitoring Contract (#76708), the Offender-Paid Adult Electronic Monitoring Contract (#78074), and the Adult Juvenile Community Detention Program Contract (#77821).

GPS Contract Review:

Between May and October 2013, the Department conducted a thorough review of the contract with Sentinel Offender Services for GPS electronic monitoring. The review revealed the following deficiencies, which were subsequently memorialized in a formal Contract Discrepancy Report served on Sentinel on November 13, 2013: (1) Equipment failure, i.e., a random sampling of 196 cases revealed that over a 30 to 45 day period 51 or 26 percent of clients on GPS had their equipment exchanged as a result of equipment issues; (2) Failure to provide continuous monitoring services, i.e., some clients were not monitored via GPS for up to 11 days as a result of faulty equipment; (3) Removal of active cases to an archive or inactive status without the knowledge or consent of the Department, i.e., clients were assumed to have absconded and

subsequently archived or moved to inactive status without Probation's approval or knowledge; (4) Delays in initial hook-up of tracking devices and delays in handling equipment failures, i.e., some clients went unmonitored for up to three weeks as a result of the availability of GPS devices; and (5) Missing or insufficient documentation, i.e., the contractor failed to maintain and/or make all client case notes and documentation available to Probation. It should be noted that the examples provided above are not inclusive of all contract discrepancies noted in each category.

As a result of enhancements and modifications made by Sentinel between November and January 2014, it appears improvements have been made in the five areas referenced above. However, in an effort to substantiate the extent to which improvements have been made, the Department will complete a follow up review and subsequently provide the results to this Board in May 2014.

Offender-Paid Contract:

The Offender-Paid contract (Contract number 78074) has been reviewed multiple times since December 2013, and on three additional occasions during the last 90 days. The most recent review in early February 2014 resulted in a formal Contract Discrepancy Report. The Contract Discrepancy Report identified four main problem areas: (1) Failure to provide adequate monitoring services – equipment and monitoring issues, i.e., contractor failed to replace faulty equipment within 24 hours as required by the contract, to include delays of up to six to eight weeks; (2) Failure to provide adequate case management and notification of violations, i.e., failure to maintain current information on clients and failure to report participant violations; (3) Failure to adhere to the participant fee guidelines as specified in the contract, i.e., a random sampling of 58 cases appear to indicate that 62 percent were over or under charged in violation of the contract's sliding scale; and (4) Failure to provide accurate participant counts, i.e., a review of the daily count of active clients in the program revealed errors in accounting. It should be noted that the examples provided above are not inclusive of all contract discrepancies noted in each category.

A formal Contract Discrepancy Report was served on Sentinel on February 18, 2014 and in response, a Corrective Action Plan from Sentinel was recently received by the Department. The Department will complete its assessment of Sentinel's response and collaborate with Sentinel on the implementation of their corrective plan by the end of February 2014.

Juvenile Community Detention Program Contract:

The Department is in the early stages of assessing the Juvenile Community Detention Program Contract (Contract number 77821). If significant discrepancies are noted requiring a formal Contract Discrepancy Report, it shall be served on Sentinel by March 15, 2014.

Review of Contracts and Recommendations for Streamlining and Improving Services:

It is the Department's desire to consolidate all three of its electronic monitoring contracts given the similarities in the scope of work and functional requirements of both types of services, i.e., GPS versus electronic monitoring (radio frequency). However, given that the Sheriff's contract requires different services than that provided to Probation, it would be prudent for both Departments to manage their electronic monitoring contracts separately.

Please contact me if you have any questions or need additional information, or your staff may contact Reaver Bingham, Deputy Chief at (562) 940-2513.

JEP:MEP:REB:yb

- c: William T Fujioka, Chief Executive Officer
- Sachi A. Hamai, Executive Officer, Board of Supervisors
- Brence Culp, Chief Deputy, Chief Executive Officer
- Georgia Mattera, Public Safety, Chief Executive Office
- Justice Deputies